



**RAM INTERIM REPAIR** available for

2019-2020 (VF) Ram ProMaster

Template Version 1.0

Revision	Edition	Detail
0	May 2023	Interim Repair.

**SYMPTOM DESCRIPTION**

The transmission on about 24,250 of the above vehicles may not allow the park pawl to fully engage the park gear due to debris interference. A partially engaged park pawl may lead to a vehicle roll away increasing the likelihood of a vehicle crash without prior warning and/or injury to those in or around the vehicle.

**SCOPE**

This recall applies only to the above vehicles equipped with the 62TE transmission.

NOTE: Some vehicles above may have been identified as not involved in this recall and therefore have been excluded from this recall.

IMPORTANT: Involved vehicles can be determined by using the VIP inquiry process.

**INTERIM REPAIR TO BE PERFORMED**

Update the Powertrain Control Module (PCM) calibration software. This is an **INTERIM** repair which will help to avoid this transmission failure but will not close the recall. The recall can only be closed after the **FINAL** repair consisting of PCM update and the transmission service is completed (not yet available).

**COMPLETION REPORTING / REIMBURSEMENT**

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims paid will be used by FCA to record recall service completions and provide dealer payments.

Use the following labor operation numbers and time allowances:

Labor Description	Number	Hrs
Module, Powertrain Control (PCM) – Reprogram	18-61-AL-82	0.3

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

**PARTS INFORMATION**

No parts are required to perform this interim service procedure.

**PARTS RETURN**

No parts return required for this interim service procedure.

**SPECIAL TOOLS**

Number	Description	Picture
NPN	wiTECH MicroPod II / MDP	
NPN	Laptop Computer	
NPN	wiTECH Software	

**DEALER NOTIFICATION**

To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, then click on the description of this notification.

### **OWNER NOTIFICATION / SERVICE SCHEDULING**

All involved vehicle owners known to FCA are being notified of the service requirement by first class mail. They are requested to schedule appointments for this interim service with their dealers. A generic copy of the owner letter is attached.

Once the final remedy is available, FCA will send the Final owner notification to the affected customers to schedule their final remedy service appointment.

### **VEHICLE LISTS, GLOBAL RECALL SYSTEM, VIP AND DEALER FOLLOW UP**

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner's name, address and phone number are listed if known.

To use this system, click on the **"Service"** tab and then click on **"Global Recall System."** Your dealer's VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

Dealers should also use the VIN list to follow up with all owners to schedule appointments for this interim repair.

*Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this recall only and is strictly prohibited from all other use.*

### **ADDITIONAL INFORMATION**

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Services / Field Operations  
FCA US LLC.

## INTERIM SERVICE PROCEDURE

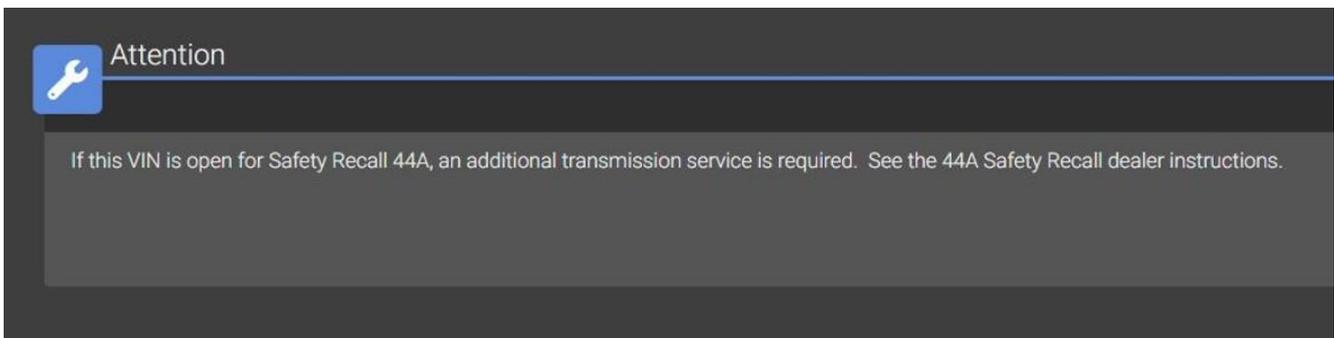
**NOTE:** The wiTECH scan tool must be used to perform this interim repair. The wiTECH software is required to be at the latest release level before performing this procedure. If the reprogramming flash for the PCM is aborted or interrupted, repeat the procedure. The PCM software must be at the latest software calibration level after completing this interim repair.

1. Open the hood and install a battery charger. Verify that the charging rate provides 13.0 to 13.5 volts. Do not allow the charger to time out during the flash process. Set the battery charger timer (if so equipped) to continuous charge.

**NOTE:** Use an accurate stand-alone voltmeter. The battery charger volt meter may not be sufficiently accurate. Voltages outside of the specified range will cause an unsuccessful flash. If voltage reading is too high, apply an electrical load by activating the park or headlamps and/or HVAC blower motor to lower the voltage.

2. Connect the wiTECH micro pod II to the vehicle data link connector.
3. Place the ignition in the “**RUN**” position.
4. Open the wiTECH 2.0 website.
5. Enter your “**User id**” and “**Password**” and your “**Dealer Code**”, then select “**Sign In**” at the bottom of the screen. Click “**Accept**”.
6. From the “**Vehicle Selection**” screen, select the vehicle to be updated.

**NOTE:** If this wiTECH message pop-up message appeared, it may be ignored (Figure 1).



**Figure 1 – wiTECH Popup Message**

7. From the “**Action Items**” screen, select the “**All Flashes**” tab.
  - Select “**PCM**” by clicking the arrow on the right side of the screen. Read the special flash instructions, then select “**OK**”. Continue with **Step 8**.
  - If “**PCM**” is not displayed as one of the available flashes, the PCM software is already at the current software level and does not require updating. Proceed to **Step 12**.

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8. From the “**Flash ECU Agreement**” page, agree to terms by “**Checking the Box**”.
  9. Select “**Flash ECU**” and then follow the wiTECH screen instructions to complete the flash.
  10. Once the software is confirmed to be at the latest available calibration level, select “**View DTCs**”.
  11. Select the “**Clear All DTCs**” tab, then click “**Clear All DTCs**” and then select “**Close**”. It may be necessary to cycle the ignition OFF to RUN to clear the codes.
  12. Place the ignition in the “**OFF**” position and then remove the wiTECH micro pod II device from the vehicle.
  13. Remove the battery charger from the vehicle.
  14. Close hood and return vehicle to customer.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

61A/NHTSA 23V- 301

LOGO

VEHICLE PICTURE

#### YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**  
Call your authorized BusinessLink dealer.
- 2. Call the FCA Recall Assistance Center at 1-800-853-1403.** An agent can confirm part availability and help schedule an appointment
- 3. Visit recalls.mopar.com, scan the QR code below, or download the Mopar Owner's Companion App.**

QR Code

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

#### DEALERSHIP INSTRUCTIONS

Please reference Safety Recall 61A.

# IMPORTANT SAFETY RECALL

## Park Engagement

Dear [Name],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain [2019 - 2020 Model Year (VF) Ram ProMaster] vehicles equipped with the 62TE transmission.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

#### WHY DOES MY VEHICLE NEED REPAIRS?

The transmission on your vehicle <sup>[1]</sup> may not allow the park pawl to fully engage the park gear due to debris interference. **A partially engaged park pawl may lead to a vehicle roll away increasing the likelihood of a vehicle crash without prior warning and/or injury to those in or around the vehicle.**

#### HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US will repair your vehicle <sup>[2]</sup> free of charge (parts and labor) when parts become available. Currently, there is an **interim repair** available that, when performed, will reduce the chance the transmission failure will occur. To do this, your dealer will update the Powertrain Control Module calibration software. Once internal transmission components become available for this campaign, **a follow up appointment will need to be scheduled** to replace components within the transmission, or inspect, and if necessary, replace the transmission. The estimated repair time for this interim repair is 20 minutes. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may require more time. Your time is important to us, so we recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR,  
CALL YOUR BUSINESSLINK DEALER TODAY**

#### WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit [www.fcarecallreimbursement.com](http://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[3]</sup> Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations  
FCA US LLC



**Mr. Mrs. Customer**  
**1234 Main Street**  
**Hometown, MI 48371**

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [safercar.gov](http://safercar.gov).

[3] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.

Note to lessors receiving this recall notice: Federal regulation requires that you forward this recall notice to the lessee within 10 days.